Outlook Web Access User's Guide

Internet Explorer 5 Edition

Unclassified Version 1.1

Table of Contents

1. INTRODUCTION

Welcome to the NMCI Outlook Web Access (OWA) service. This guide provides information on how you can access your Outlook mail, calendar and other items from the Internet.

Note to Laptop Users: You can use OWA to access Outlook while away on travel. However, you must first ensure the Remote Access Service (RAS) is configured on your laptop so that you can connect to the NMCI network. (For more information view the *RAS Getting Started Guide* and the *RAS User's Guide* at http://www.eds.com/nmci/transition.htm#RAS).

1.1 WHY USE INTERNET EXPLORER WITH OWA?

To take full advantage of OWA features, you should use Internet Explorer 5.0 or later. Although other browsers will work, certain features and functions are only available with Internet Explorer 5.0 or later. Using the recommended browser enables you to properly perform all desired tasks.

1.2 USEFUL INTERNET EXPLORER TIPS FOR NETSCAPE USERS

If you are a Netscape user and you need help with Internet Explorer, you should review the *Tips for Netscape Users Help* topic. This topic includes a list of Netscape terms translated to Internet Explorer terms. The topic also includes information on how to use Navigator shortcuts in Internet Explorer. To access the *Tips for Netscape Users Help* topic, follow the steps below.

1. Double-click on the Internet Explorer icon (shown below) on your desktop. Internet Explorer launches and your default home page displays.

Exhibit 1 Internet Explorer Icon

2. Select **Help** from the menu bar. The Help menu appears.
3. Select the **For Netscape Users** option. The Help topic titled, *Tips for Netscape Users* displays.
4. Read the information.

2. ACCESSING OWA

You cannot access OWA unless you have performed the following steps:

1. Obtain **a certificate and Personal Security Password (PSP)**. (See the document titled, "Obtaining a Certificate and Personal Security Password" from your site manager.)
2. Import the **certificate and PSP** into the Internet Explorer browser installed on the workstation you will use to access OWA. (Users should refer to the OWA Quick Reference tri-fold, which can be obtained from your site manager. Please note that a tri-fold exists for each different domain. Make sure you obtain the tri-fold that corresponds with your domain.)

Once you have performed the above two steps, you may proceed to the next section to log into OWA.

3. LOGGING INTO OWA

1. Double-click on the **Internet Explorer** icon (shown below) on your desktop.

Exhibit 2 Internet Explorer Icon

Internet Explorer launches and displays your default home page.

Exhibit 3 Internet Explorer Default Home Page

2. Click in the **Address** field of the browser.
3. Delete the address in the Address field.
4. Type the following address in the **Address** field. (Be sure to type the address exactly as it appears.) **https://webmail.nmci.navy.mil**
5. Click on the **Go** button or press the **Enter** key on your keyboard. Once the site is reached, the Enter Network Password dialog displays.
6. Click in the **User Name** field. Type your domain backslash and your NMCI user name. For example, Joe User's user name is joe.user and his domain is **nmci-isf.** Therefore, Joe must enter the following in the User Name field: **nmci-isf\joe.user**

Note: If you do not know what domain you are assigned to, you can call the NMCI Help Desk at 1-866-The-NMCI. A Help Desk agent can tell you your assigned domain.

7. Click in the **Password** field and type your NMCI password.

Important: Do *not* click on the **Save this password in your password list** checkbox. This checkbox should be left unchecked to keep other users from accessing your mailbox.

8. Click on the **OK** button.
9. Wait while you are connected to the mail server. Once connected, the main OWA window displays.

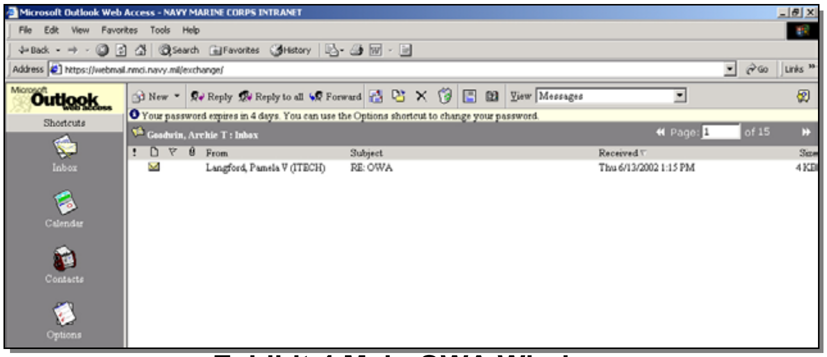


Exhibit 4 Main OWA Window

You may now perform the tasks in this guide.

3.1 LOGGING OUT OF OWA

1. Select **File** from the Internet Explorer menu bar. The File menu appears.
2. Select **Close**. The Outlook Web Access window closes.

Important: If you have more than one Internet Explorer window open, **<u>you must close all of the Internet Explorer windows</u>** to securely log out of Outlook Web Access.

4. ABOUT THE MAIN OWA WINDOW

When you launch OWA, the main OWA window displays.

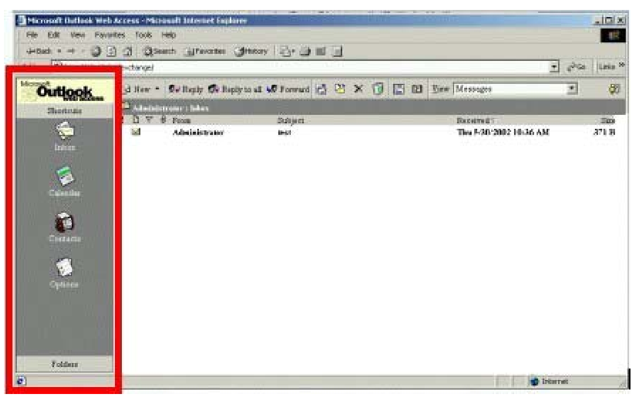


Exhibit 5 Main OWA Window

The left side of the window includes two buttons: **Shortcuts** and **Folders**.

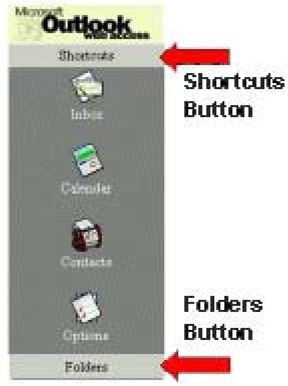


Exhibit 6 Shortcuts Button & Folders Button

- **Shortcuts Button** – By default, the options under the Shortcuts button display when you launch OWA. The available shortcuts include Inbox, Calendar, Contacts and Options. These shortcuts provide quick access to the corresponding folders. For example, the Inbox shortcut opens the Inbox folder. The Calendar shortcut opens the Calendar folder, etc.
- **Folders Button** – To view your available folders, click on the Folders button. The Folders button opens your Calendar, Contacts, Deleted Items, Drafts, Inbox, Notes, Outbox and Sent Items as well as your Archive folder and any other folders you have created. You can also access Public Folders you have permission to access.

Exhibit 7 Folders Button Options

Once you have clicked on the **Folders** button, you can return to the Shortcuts options by clicking on the **Shortcuts** button.

4.1 CHANGING YOUR VIEW

OWA has a toolbar that includes a View field (shown in the following picture).

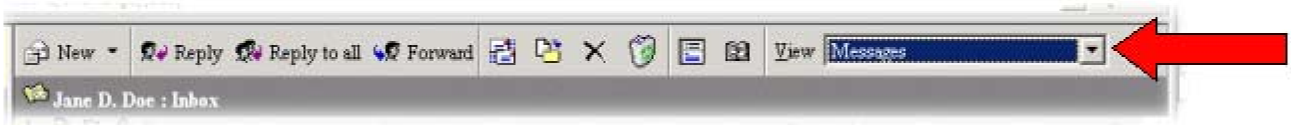


Exhibit 8 Toolbar With View Field

The View field enables you to change the way you view your messages. This section provides details on the different views you can select.

To begin, click on the down arrow at the end of the View field. A drop-down list appears.

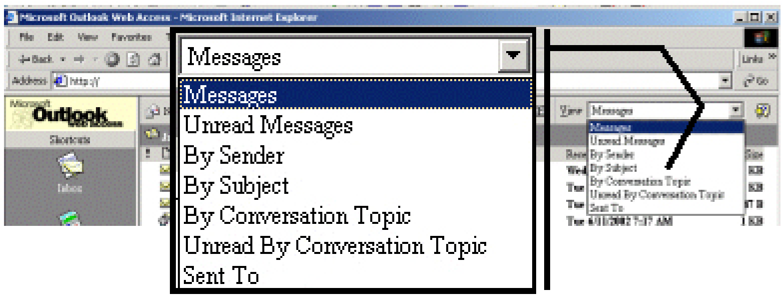


Exhibit 9 View Options

Below is a list that defines each available option. The View option you select will be applied to the folder you are currently viewing.

- Messages – Select this option to display all messages in the folder.
- Unread Messages – Select this option to *only* display the messages that have not been read.
- By Sender – Select this option to list the messages by sender.
- By Subject – Select this option to list messages by subject.
- By Conversation Topic – Select this option to list Messages by Topic.
- Unread By Conversation Topic – Select this option to display messages (that have not been read) by topic.
- Sent To – Select this option to display messages by the individual(s) the messages were sent to.

Messages listed By Subject, Conversation Topic, Sender and Unread By Conversation Topic appear in a window like the one shown in the following picture.

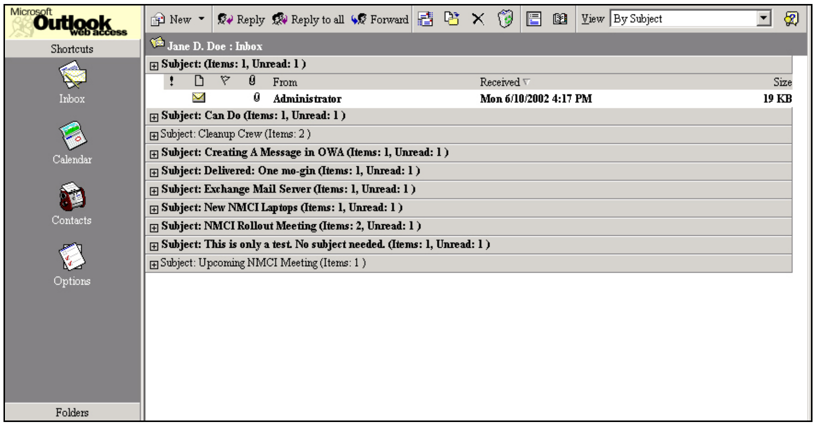


Exhibit 10 Messages Listed by Subject

To view the messages you must:

1. Identify the group of messages you want to view. (For example, if you are viewing the messages By Subject, you must select a subject from the list. Or, if you are viewing the messages by Sender, you must identify a Sender from the list.)
2. Click on the plus [+] sign beside the Sender, Subject or Conversation Topic. The list of messages under the selected item appears.

5. ACCESSING NEW MAIL

Once you launch OWA, you can check for new mail. This section provides instructions on how to perform this task.

5.1 CHECKING FOR NEW MAIL

1. If you haven't done so already, log into Outlook Web Access. (See the section in this guide titled, "Logging Into OWA" for instructions.)
2. Click on the **Check for New Messages** button (shown below).

Exhibit 11 Check for New Messages Button

Your new messages are placed in your Inbox. New messages appear in a bold font until you open them.

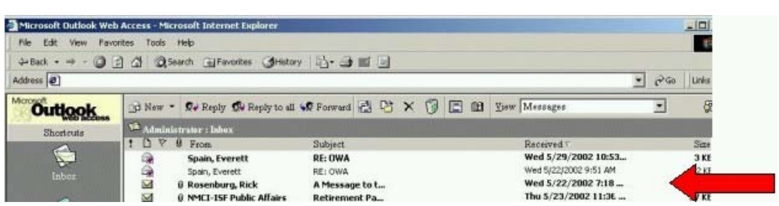


Exhibit 12 New Messages In Inbox

5.2 READING NEW MAIL

There are two ways to read new mail that arrives in your Inbox: You can open the message in a new window. Or, you can split the Inbox window in half and view the message in the bottom portion of the Inbox window. This section provides instructions for both methods.

5.2.1 OPENING A MESSAGE IN A NEW WINDOW

1. Log in to Outlook Web Access. (See the section in this guide titled, "Logging Into OWA" for instructions.) The contents of your Inbox displays. Your unopened messages appear in a bold font.
2. Double-click on a message to read it. The message displays in a new window.

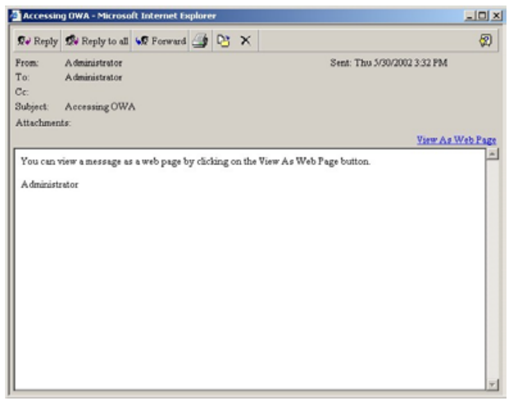


Exhibit 13 Message Opens In New Window

Note: You can view a message as a web page by clicking on the **View As Web Page** link.

3. Read the message.
4. When you have finished reading the message, click on the **Close** button to close the message window.
5. Repeat steps 2 through 4 to read additional messages.

5.2.2 SPLITTING THE INBOX WINDOW

1. Log in to Outlook Web Access. (See the section in this guide titled, "Logging Into OWA" for instructions.) The contents of your Inbox displays. Your unopened messages appear in a bold font.
2. Click on the Show/Hide Preview Panel button.

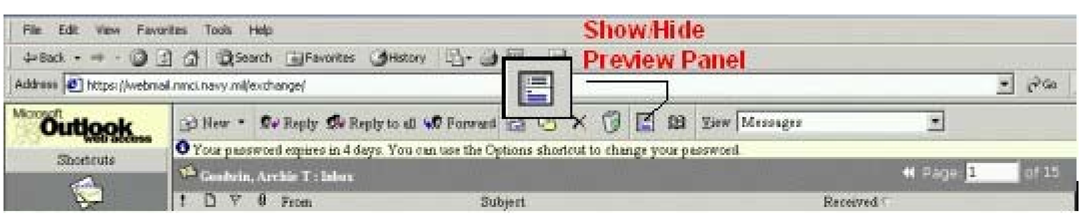


Exhibit 14 Show/Hide Preview Panel Button

The Inbox window is split in half.

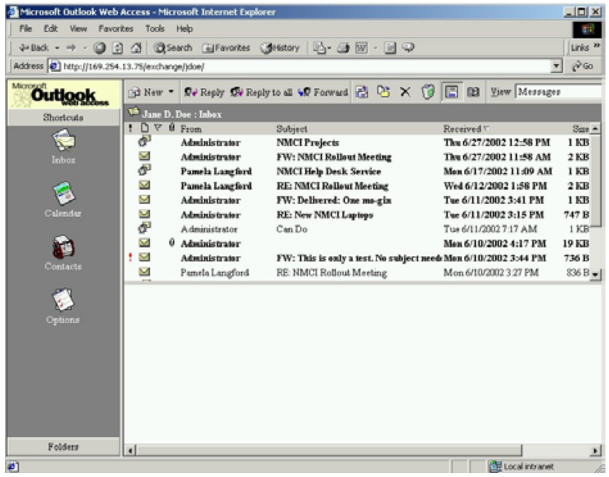


Exhibit 15 Message Window Split in Half

3. Click on a message.
4. Read the contents of the message in the lower portion of the window.

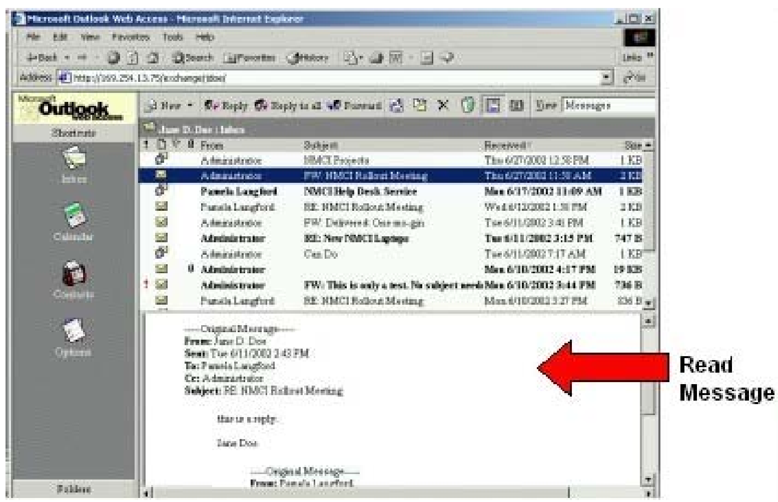


Exhibit 16 Read Message in Lower Portion of Window

5. To read additional messages follow steps 3 and 4.

Note: To reply to a meeting invitation, you must open the message by double-clicking on it.

6. MAINTENANCE TASKS

OWA lets you view, read and respond to messages by accessing your mail account on the NMCI mail server. This is the same mail account that you access when you use Outlook. As you are aware, you have a limited amount of space on the mail server. However, there are some basic tasks you should perform to ensure you do not quickly use up your space:

- Immediately delete unwanted mail, and
- Frequently empty the Deleted Items folder,

The following two sections tell you how to perform these tasks in Outlook Web Access.

6.1 DELETING UNWANTED MAIL

1. Log into Outlook Web Access. (See the section in this guide titled, "Logging Into OWA" for instructions.)
2. By default, your Inbox displays. Locate the message you want to delete.
3. Click once (1 time) on the **message**. The message is highlighted.
4. Click on the **Delete** button (shown in the following picture).

Exhibit 17 Delete button

The message is moved to the Deleted Items Folder.

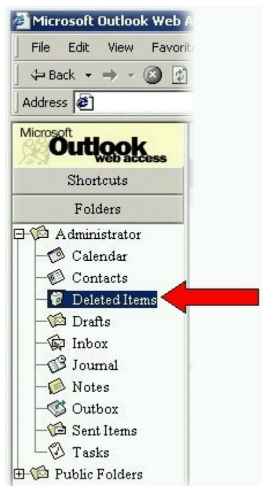


Exhibit 18 Deleted Items Folder

6.1.1 RESTORING DELETED MESSAGES

Mail moved to the Deleted Items folder can be restored. However, once you empty the Deleted Items folder, you cannot restore any messages that were in the folder. To restore a message in the Deleted Items folder, do the following:

1. Click on the **Folders** button. Your Folders appear.
2. Click on the **Deleted Items** folder. The contents of the Deleted Items folder appear.

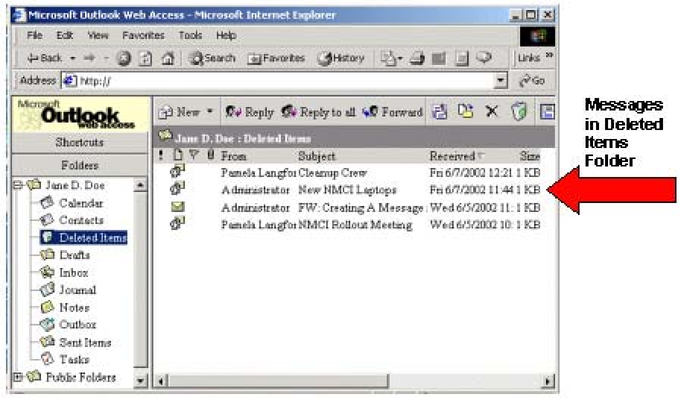


Exhibit 19 Deleted Items

3. Click once (1 time) on the message you want to restore. The message is highlighted.
4. Click on the **Move/Copy** button.

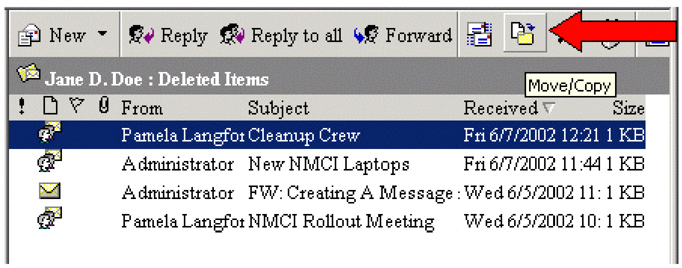


Exhibit 20 Move/Copy Button

The Move/Copy Item – Web Page dialog displays.

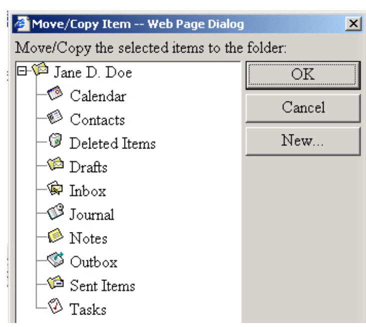


Exhibit 21 Move/Copy Item - Web Page Dialog

5. Click on the folder you want the deleted message moved to. (For example, to move the deleted message to the Inbox, click on the Inbox folder.) The folder is highlighted.
6. Click on the **OK** button. The selected message is moved to the folder you selected. And, the Move/Copy Item – Web Page dialog closes.

6.2 PERMANENTLY REMOVING DELETED MAIL

When you delete a message, it is not permanently removed from the mail server until you empty the Deleted Items folder. Perform the steps in this section to empty the Deleted Items folder.

1. Click on the **Empty Deleted Items Folder** button.

Exhibit 22 Empty Deleted Items Folder

A message appears asking if you are sure you want to permanently delete all items in the Deleted Items folder.

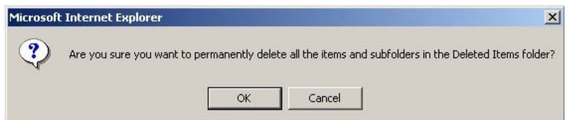


Exhibit 23 Are You Sure? Message

2. Click on the **Yes** button. The messages in the Deleted Items folder are permanently deleted.

7. CREATING, REPLYING TO & FORWARDING MESSAGES

OWA lets you send mail, reply to mail and read new mail. This section tells you how to perform these tasks.

7.1 CREATING A NEW MESSAGE

1. Log into OWA. (See the section in this guide titled, "Logging Into OWA" for instructions.)
2. Click on the **down arrow** on the New button (shown below).

Exhibit 24 New button

A drop-down menu appears.

Exhibit 25 Drop-Down Menu

3. Select **Message** from the drop-down menu. A new message window appears.

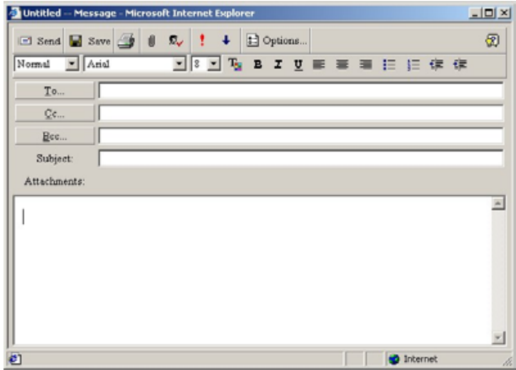


Exhibit 26 New Message Window

4. Click in the **To...** field and enter the display name or the e-mail address of the individual(s) you want to receive the message.

Note: The display name is the name that displays when an individual sends electronic mail from his/her NMCI mail account. The display name format is typically last name, first name as shown in the following picture.

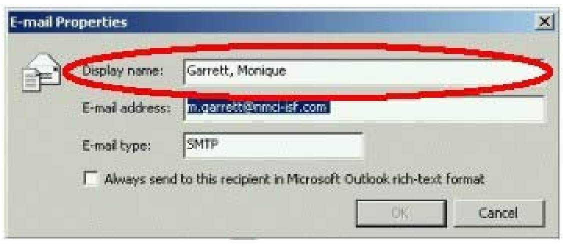


Exhibit 27 Display Name

If you do not know an individual's display name or e-mail address, you can search the Global Address List by following the instructions in the section titled "Searching for Names/E-mail Addresses.

5. Click in the **Subject:** field. Type a few words to describe the topic being discussed in the message.
6. Click in the **bottom portion** of the message window (shown below). Type the message.

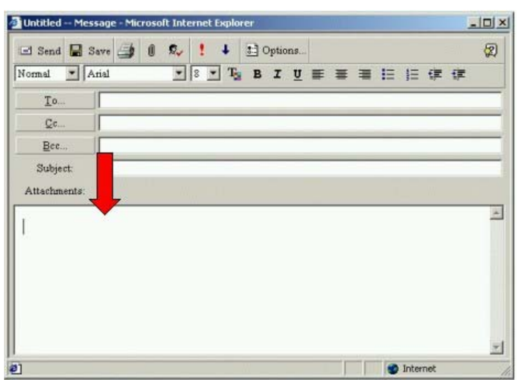


Exhibit 28 Bottom Portion of New Mail Message Window

Note: There are additional tasks you can perform before sending a message. For example, you can mark a message as very important, confidential or personal. Therefore, you may want to read the section in this guide titled, "Applying Additional Options To a Message Being Sent" before you perform the next step.

7. Click on the **Send** button. The message is sent to the individual(s) you specified.

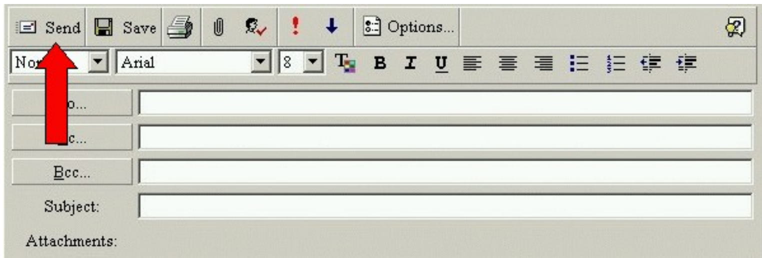


Exhibit 29 Send Button

7.2 REPLYING TO A MESSAGE

The following steps provide instructions on how to reply to regular e-mail.

(The instructions in this section should not be used to reply to a meeting invitation. The following picture shows a meeting invitation icon and a regular e-mail icon so that you can tell the difference between the two messages. To reply to a meeting invitation, see the section in this guide titled, "Accepting/Declining A Meeting Invitation".)

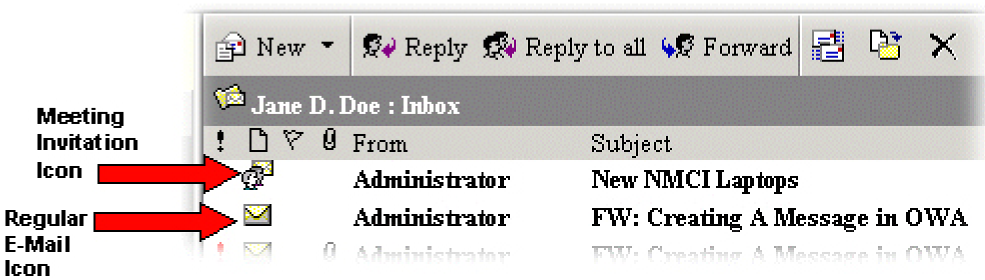


Exhibit 30 E-mail/Meeting Invitation Icon

1. Locate the message you want to reply to.
2. Double-click on the message to open it. The message appears in a new window.
3. You can perform one of two actions: You can click on the **Reply** button to reply *only* to the individual(s) in the To… field. Or, you can click on the **Reply to All** button to reply to the individual(s) in the To… field and the Cc… field.

   A new message window appears with the recipient name(s) in the To: and the Cc: field (if applicable). Also, the subject is automatically included.

4. Click in the lower portion of the message window and type the message.

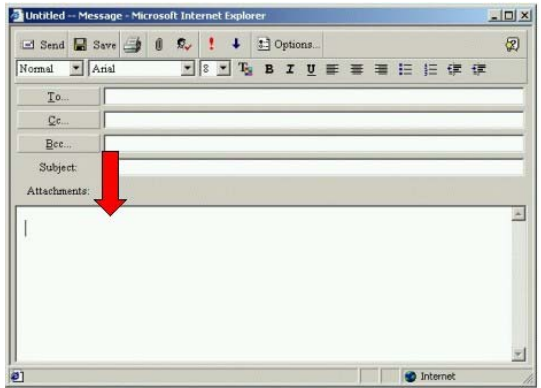


Exhibit 31 Blank Lower Portion of Message Window

Note: There are additional tasks you can perform before sending a reply. For example, you can mark the reply as very important, confidential or personal. Therefore, you may want to read the section in this guide titled, "Applying Additional Options To a Message Being Sent" before you perform the next step.

5. Click on the **Send** button. The message is sent to the individual(s) you specified.

7.2.1 PROMPTING OWA TO AUTOMATICALLY REPLY TO MESSAGES

You can prompt OWA to automatically reply to messages while you are in or out of the office. Follow the steps below to perform this task.

Important: Automatic responses are only sent to users on the NMCI network. This means users who send mail to you from a workstation *not* on the NMCI network will *not* receive an automatic response.

1. Click on the **Options** shortcut.

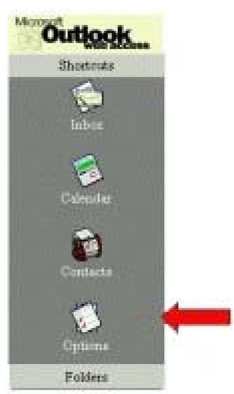


Exhibit 32 Shortcuts Options

The Options window displays.

Exhibit 33 Options Window

2. Click an **option** button under the Out of Office Assistant heading. The options are as follows:
   - I'm currently in the office; or
   - I'm currently out of the office.
3. Click in the **Message** window (shown in Exhibit 34 above).
4. Type the response you want automatically sent to individuals who send you a message. (For example, your *out of the office* message might provide an emergency phone number as well as the day and time you will return to the office. Your *in the office* message might indicate that you are in a meeting all day.)
5. Click on the **Save** button. The message is saved and the Options window closes. The response you typed is automatically sent to NMCI users who send you a message.

7.3 FORWARDING A MESSAGE

You can forward a message (that you receive) to someone else. To perform this task, follow the steps in this section.

1. Locate the message you want to forward.
2. Double-click on the **message**. The message window opens.

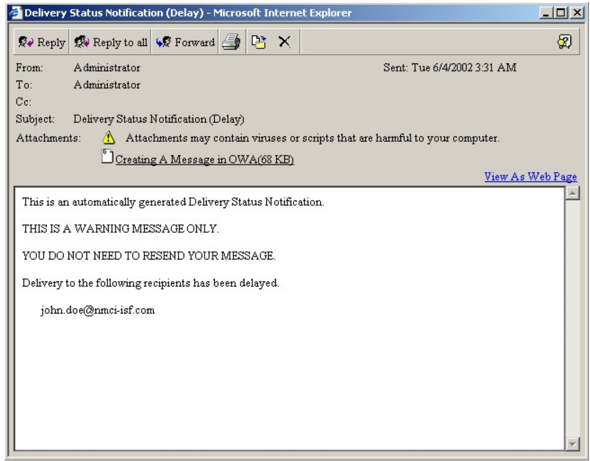


Exhibit 34 Message Window Appear

3. Click on the **Forward** button. A copy of the message appears in a new window.

- Click in the **To…** field and enter the display name or the e-mail address of the individual(s) you want to receive the message.

Note: The display name is the name that displays when an individual sends electronic mail from his/her NMCI mail account. The display name format is typically last name, first name. If you do not know an NMCI user’s display name or e-mail address, you can search the Global Address List by following the instructions in the section titled “Searching for Names/E-mail Addresses”.

4. Click on the **Send** button. The message is forwarded to the individual(s) you specified.

8. APPLYING ADDITIONAL OPTIONS TO A MESSAGE BEING SENT

This section provides instructions on additional tasks you can perform when you create a new message, reply to a message or forward a message.

8.1 SEARCHING FOR NAMES/E-MAIL ADDRESSES

Outlook Web Access includes a Find Names window that lets you search for a user in the Global Address List. You can access the Find Names window by performing the steps in this section.

1. Create a new message. (For instructions, see the section titled, “Creating, Replying To & Forwarding Messages.) A message window opens.
2. Click on the **To…** button on the message window

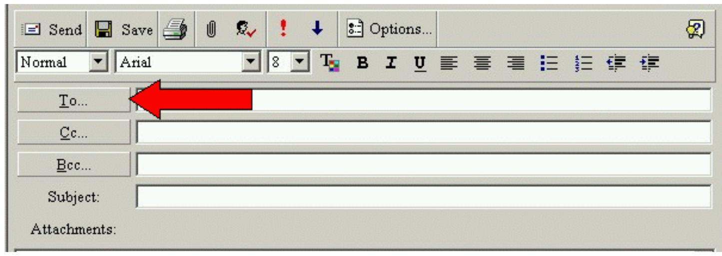


Exhibit 35 To… Field

The Find Names window displays.

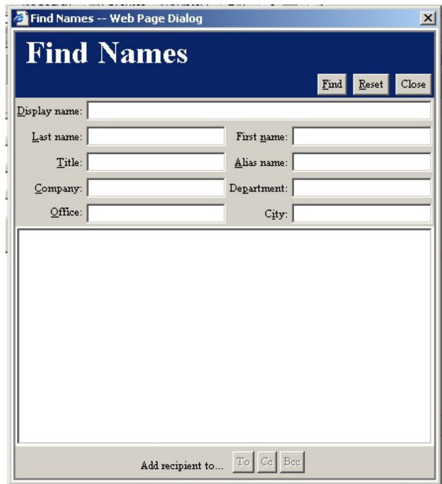


Exhibit 36 Find Names Window

3. Click in a field and type the corresponding information. (For example, if you know the user's last name, click in the Last name: field and type the user's last name. Or, if you know the user's first name, click in the First name: field and type the user's first name.)
4. Click on the **Find** button. The results appear in the lower portion of the Find Names window.

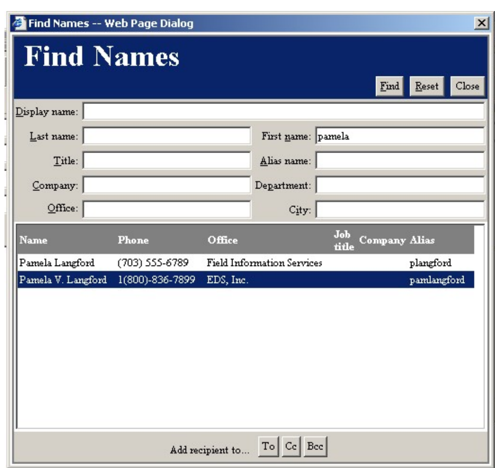


Exhibit 37 Find Names Window With Find Results

If more than one name appears in the window, carefully review the information for each person to identify the person you want to receive the message.

5. Click on a name to select it. The name becomes highlighted.

6. Click on the applicable button as follows:
   - The **To** button to add the name to the To… field.
   - The **Cc** button to add the name to the Cc field.
   - The **Bcc** button to add the name to the Bcc field.

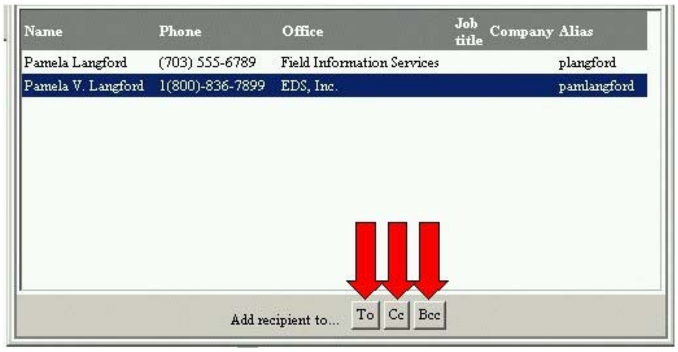


Exhibit 38 Bottom of the Find Window

The person's name is added to the applicable field.

7. If desired, add additional names to the message by repeating steps 3 through 6.
8. When you are finished finding names, click on the **Close** button to exit the Find Names window.

Exhibit 39 Close button on the Find Window

8.2 REMOVING A NAME FROM THE TO…, CC… OR BCC… FIELD

If you want to remove a name from the To…, Cc… or the Bcc… field, follow the steps in this section.

1. Locate the individual's name you want to remove.
2. Click on the **name**. The E-mail Properties – Web Page dialog displays.

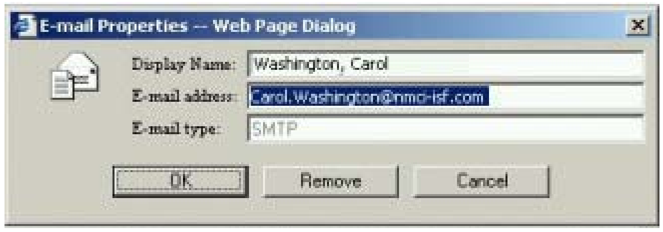


Exhibit 40 E-Mail Properties – Web Page Dialog

3. Click on the **Remove** button. The name is removed from the field and the dialog closes.

8.3 MARKING A MESSAGE AS IMPORTANT

Outlook Web Access lets you mark a message as important, which enables the recipient to properly handle the message once it is received. This section tells you how to mark a message as important.

1. Create a new message. (For instructions, see the section titled, "Creating, Replying To & Forwarding Messages.) The message window opens.
2. Click on the **Options…** button, which is located on the toolbar of the message you are creating.

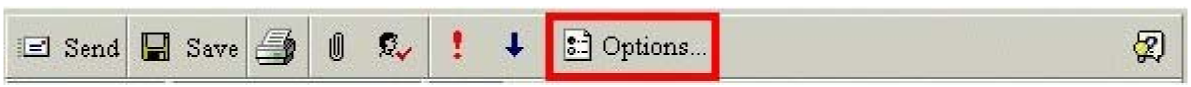


Exhibit 41 Options... button on Toolbar

The Message Options –Web Page dialog displays.

Exhibit 42 Message Options -- Web Page Dialog

3. Click on the **down arrow** at the end of the Importance field. A list of options displays.

Exhibit 43 Message Options

4. Click on **Low** if the message is a low priority message. Or, click on **High** if the message is a high priority message. The option you select appears in the Importance field.
5. Click on the **Close** button to exit the Message Options –Web Page dialog.

8.4 MARKING A MESSAGE PERSONAL, CONFIDENTIAL OR PRIVATE

You can mark a message as personal, confidential or private. However, OWA does not display the Sensitivity field. Instead, recipients can only see that a message is marked personal, confidential or private if they have customized their current view in Microsoft Outlook to display the Sensitivity field (as shown in the following picture).

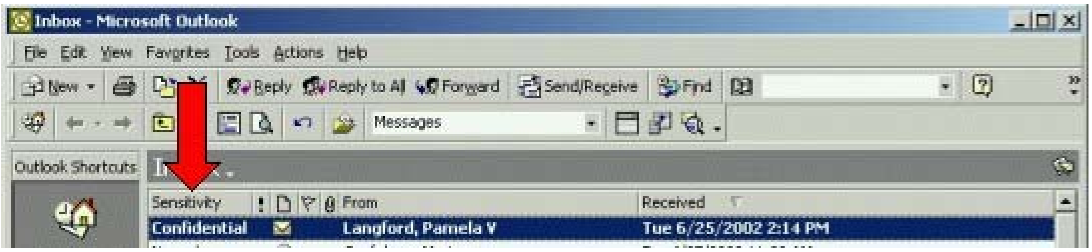


Exhibit 44 Sensitivity Field in Outlook

Therefore, although you can mark a message as personal, confidential or private in OWA the mark can only be viewed in Outlook.

1. Create a new message. (For instructions, see the section titled, "Creating, Replying To & Forwarding Messages.) A new message window opens.
2. Click on the **Options…** button on the toolbar.

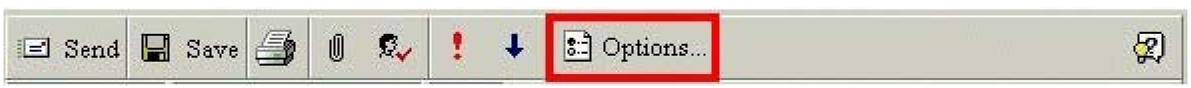


Exhibit 45 Options... button on Toolbar

The Message Options –Web Page dialog displays.

Exhibit 46 Message Options -- Web Page Dialog

3. Click on the **down arrow** at the end of the Sensitivity field. A list of options display.

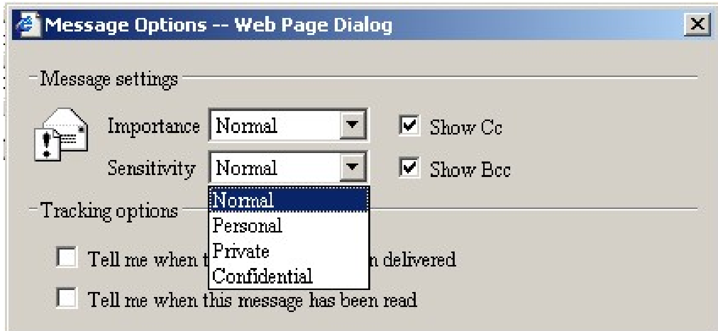


Exhibit 47 Sensitivity Options

4. Click on **Personal**, **Private** or **Confidential** (whichever option applies). The option you select appears in the Sensitivity field.
5. Click on the **Close** button to exit the Message Options –Web Page dialog.

8.5 GETTING NOTIFIED WHEN A MESSAGE IS READ/DELIVERED

1. Create a new message. (For instructions, see the section titled, "Creating, Replying To & Forwarding Messages.) The new message is opened.
2. Click on the **Options…** button, which is on the toolbar of the new message window.

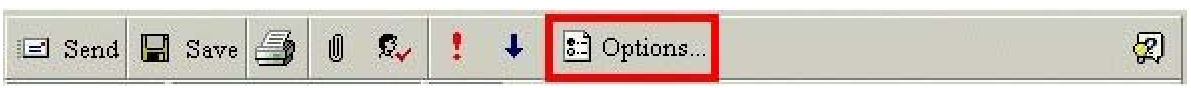


Exhibit 48 Options... button on Toolbar

The Message Options –Web Page dialog displays.

Exhibit 49 Message Options -- Web Page Dialog

3. Under the Tracking options heading, click on a checkbox as follows.
   – Click on the **Tell me when this message has been delivered** checkbox if you want to be notified when the recipient receives the message.
   – Click on the **Tell me when this message has been read** checkbox if you want to be notified when the recipient reads the message.
4. Click on the **Close** button to exit the Message Options –Web Page dialog.

8.6 ADDING AN ATTACHMENT TO A MESSAGE

To send a document along with a message, follow the steps in this section.

Note: Before you begin, you must know the path of the file. (The path is the drive, folder and subfolder (if applicable) that contains the file). If necessary, write the path down on a piece of paper so that you can easily navigate to the file when the steps instruct you to do so.

1. Create a new message. (For instructions, see the section titled, "Creating, Replying To & Forwarding Messages.) The new message is opened.
2. Click on the **Attachment** button (shown below).

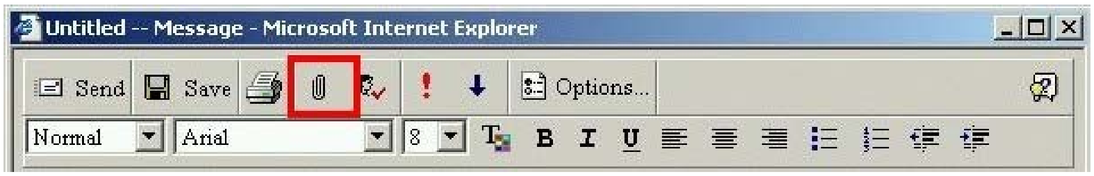


Exhibit 50 Attachment Button on the New Message Window

The Web Page dialog opens.

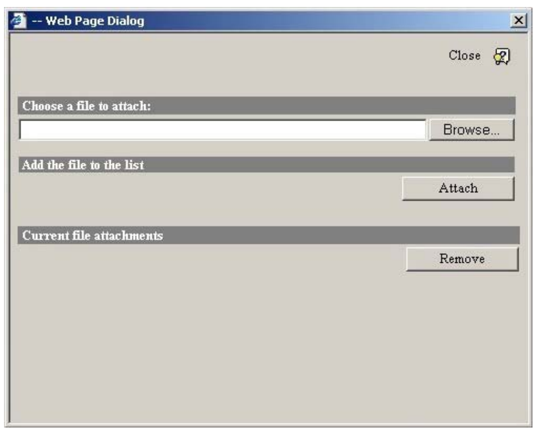


Exhibit 51 Web Page Dialog

3. Click on the **Browse…** button. The Choose file dialog displays.

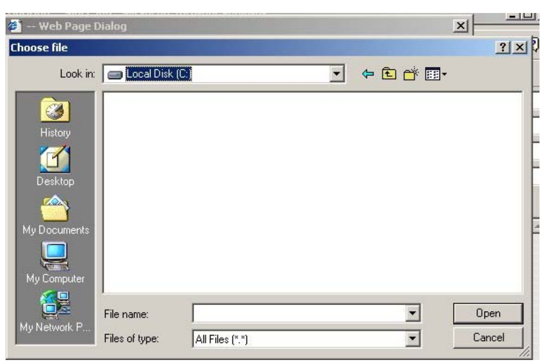


Exhibit 52 Choose File Dialog

4. Click on the **down arrow** at the end of the Look in: field. The Look in: drop-down list displays a list of available drives and folders.

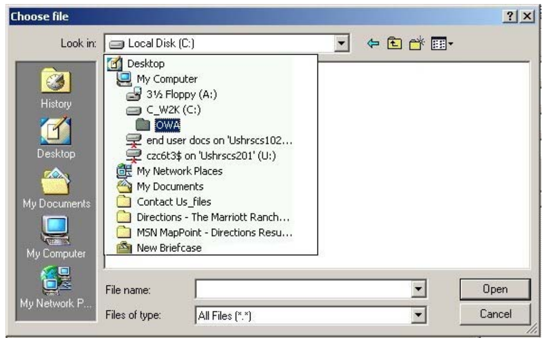


Exhibit 53 Look in: Field Drop-down List

5. Navigate to the file you want to attach to the message. (Use the path you identified for the file. For example, if the file is located on your H:\ drive, click on your H:\ drive icon. Then click on the folder and/or subfolder(s), as necessary, to access the file you want to send.)
6. Click on the **file** you want to attach to the message. The file is highlighted (as shown in the following picture).

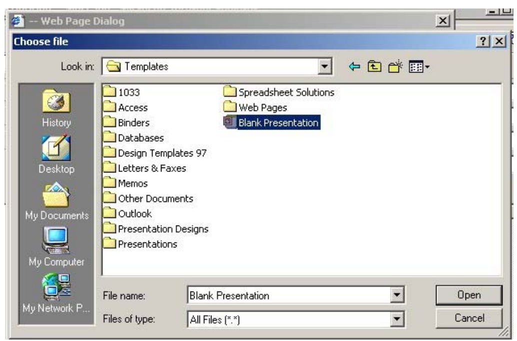


Exhibit 54 Selected File

7. Click on the **Open** button. The path and the name of the file appears in the Choose a file to attach: field.

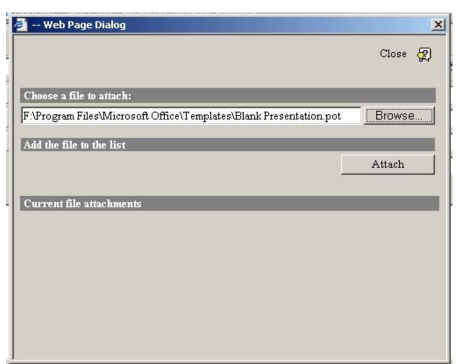


Exhibit 55 File Name & Path Appears

8. Click on the **Attach** button. The file name is moved to the Current file attachments area at the bottom of the window.

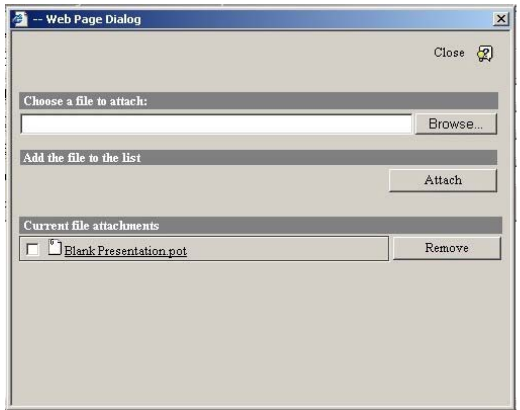


Exhibit 56 File Name Appears Beneath Current file attachments Field

9. Repeat steps 3 through 8 above to attach another file to the message.

Note: Once a file appears in the Current file attachments area of the window, you can delete it from this area by doing the following:

a. Click on the checkbox on the left side of the file name.

b. Click on the Remove button.

10. When you are finished, click on the **Close** button to exit the Web Page dialog. The attachment is added to the message.

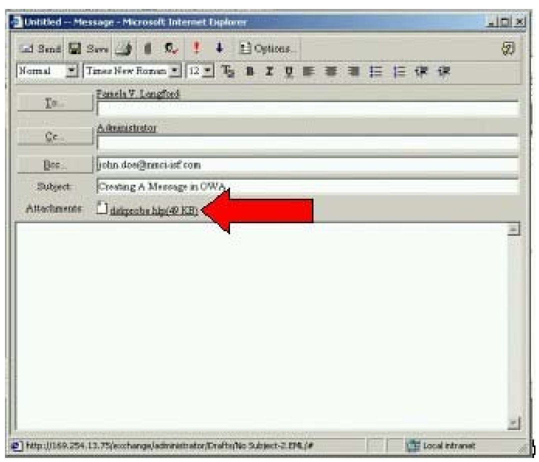


Exhibit 57 Attachment Added To New Message

9. USING YOUR CALENDAR

Outlook Web Access lets you schedule an appointment/reminder to ensure you do not forget important dates, tasks, etc. You can also schedule a group meeting and send an invitation to the people who should attend. This section provides instructions on how to schedule an appointment/reminder for yourself. It also tells how to electronically invite one or more individuals to a meeting.

9.1 SCHEDULING AN APPOINTMENT/REMINDER FOR YOURSELF

1. Click on the **down arrow** beside the New button. The New menu appears.

Exhibit 58 New Menu

2. Click on **Appointment**. The Appointment window appears.

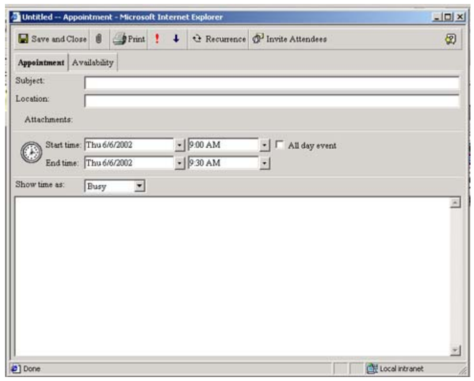


Exhibit 59 Appointment Window

Note: Verify that the **All Day Event** checkbox is *not* checked. If the checkbox *is checked*, click on it to remove the check mark.

3. Click in the **Subject:** field. Type a brief description of the activity. (For example, if you are placing a dental appointment on your calendar, you may want to type Dental Appointment in the Subject: field.)
4. Click in the **Location** field and type where the appointment will be held.
5. Select/enter the **date** and **time** the appointment is scheduled to start. The Appointment window includes 2 fields (shown in the following picture) that enable you to enter this information.

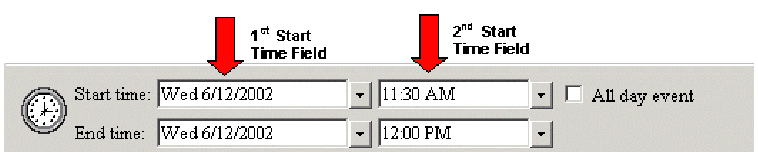


Exhibit 60 Start Time Fields

By default, today's date displays in the 1st Start time: field. If this date is correct, go to step 9. If this date is not correct, go to the next step.

6. Click on the **down arrow** at the end of the 1st Start time: field. A calendar displays.

Exhibit 61 Start Time: Date Calendar

7. Select the **month** the appointment is scheduled to begin.

   By default, the calendar automatically displays the current month. If the current month is correct, go to the next step. If the current month is *not* correct, click on the **Forward Arrow** button (shown in Exhibit 63 below) to navigate to the next month. Repeat this action until the correct month displays.

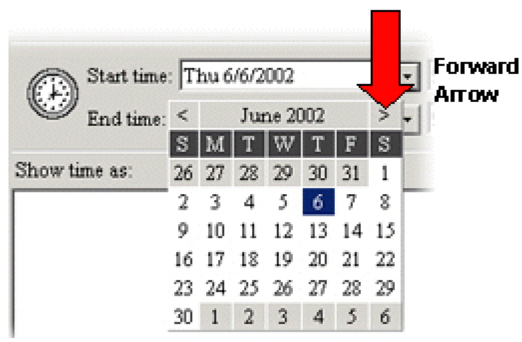


Exhibit 62 Forward Arrow Button

8. Click on the **day** the event will begin. The selected month and day appear in the 1st Start time: field.
9. If the appointment will last all day, click on the **All day event** checkbox and go to step 13. If this is *not* an all day event, go to the next step.
10. Click in the **2nd Start Time** field.
11. Highlight the time displayed and press the **Delete** key on your keyboard to remove the information.
12. Type the time your appointment begins. Be sure to type the hour, a colon, the minutes and then AM or PM (whichever is applicable). (Your entry should look like the following sample: **8:30 AM**.)
13. View the date in the 1st End Time field. If this is the day the appointment is scheduled to end, go to step 20. If this is *not* the day the appointment is scheduled to end go to the next step.
14. Click on the **down arrow** at the end of the 1st End time: field. A calendar displays.

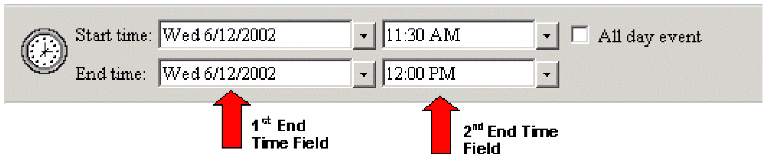


Exhibit 63 End Time Fields

Click on the **Forward Arrow** button to navigate to the next month. Repeat this action until the correct month displays.

15. Click on the **day** the event will end. The selected month and day appear in the 1st End time: field. If you indicated that the meeting is an All day event (in step 9) go to step 20. If the meeting is *not* an all day event, go to the next step.
16. Highlight the **time** displayed in the 2nd End time: field.
17. Press the **Delete** key on your keyboard to remove this information.
18. Type the **time** your appointment ends. Be sure to type the hour, a colon, the minutes and then AM or PM (whichever is applicable). (Your entry should look like the following sample: **5:25 PM**.)
19. Click anywhere on the **Appointment** window. This prompts OWA to accept your change.
20. View the information in the **Show time as:** field. By default, Busy is selected. If this selection if correct, proceed to the next step. Or, to change the information in the Show time as: field, click on the **down arrow** at the end of the field. A list of options displays. Click on the desired option.

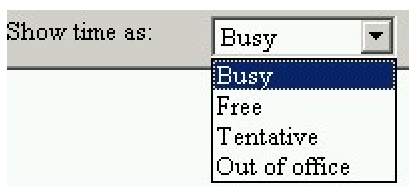


Exhibit 64 Show Time As Drop-Down List

Note: When an NMCI user checks your availability (as shown in the following picture), he/she is able to determine whether you will be out of the office, busy, etc. based on the option you select in the Show Time As: field.

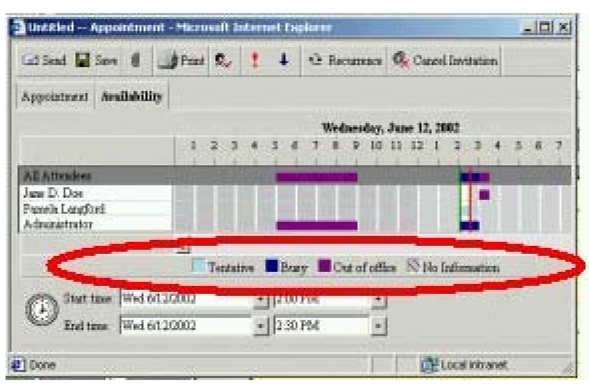


Exhibit 65 Availability Tab

21. Click on the **Save and Close** button. The appointment is added to your calendar.

9.2 SCHEDULING/INVITING INDIVIDUALS TO A MEETING

OWA not only enables you to schedule a meeting, but also it sends an invitation to the participants and places the meeting on each participant's calendar when the invitation is accepted. Follow the steps in this section to prompt OWA to schedule a meeting, send a meeting announcement and place the meeting on everyone's calendar.

1. Click on the **down arrow** beside the New button. The New menu appears.

Exhibit 66 Scheduling a Meeting

2. Click on **Appointment**. The Appointment window appears.

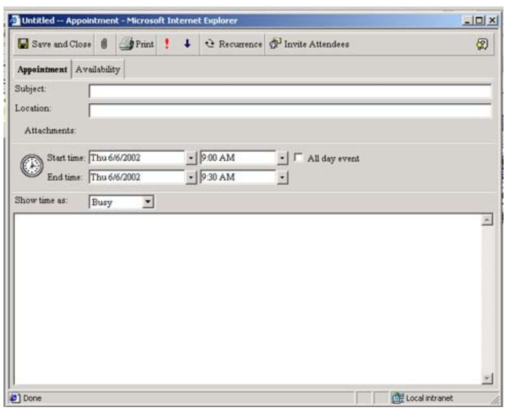


Exhibit 67 Appointment Window

Note: Verify that the **All Day Event** checkbox is *not* checked. If the checkbox *is checked*, click on it to remove the check mark.

3. Click on the **Invite Attendees** button. Additional fields are added to the window.

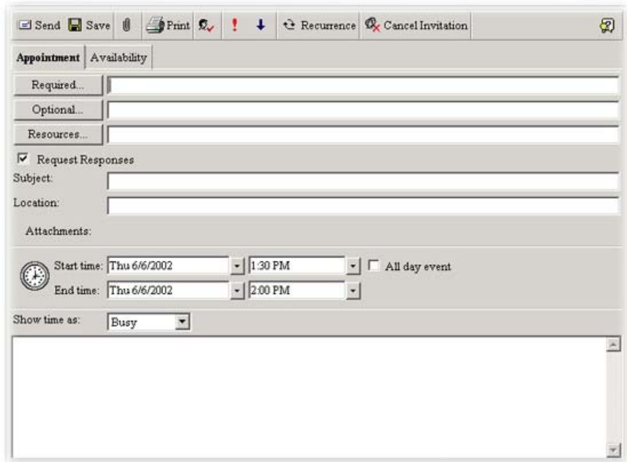


Exhibit 68 Additional Fields Added to Appointment Window

4. In the Required field, enter the names/e-mail addresses of those who are required to participate in the meeting. You can do this by performing either of the following steps:

- Click in the **Required** field and type the display name or the e-mail address of the individual(s) you want to invite. (You must type a semicolon and a space between each entry as shown here: Doe, Jane; Doe, John; jsmith@aol.com.)
- Or, use the **Find Names** window to perform a search. To view instructions for this task, see the section in this guide titled, "Searching the Global Address List For Names/E-mail Addresses".

5. In the **Optional** field and the **Resource** field, enter additional participants (if applicable). Again, either enter the participant's display name or e-mail address. Or, use the Find Names window to search for names in the Global Address List.
6. Click in the **Subject:** field. Type the name of the meeting.
7. Click in the **Location** field and type where the meeting will be held.
8. Select/enter the date and time the appointment is scheduled to start. The Appointment window includes two fields that enable you to enter this information. The two fields are shown in the following picture.

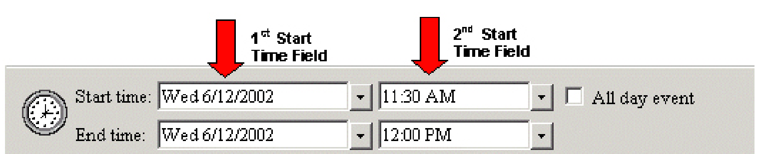


Exhibit 69 Start Time Fields

By default, today's date displays in the 1st Start time: field. If this date is correct, go to step 12. If this date is not correct, go to the next step.

9. Click on the **down arrow** at the end of the 1st Start time: field. A calendar displays.

Exhibit 70 Start Time: Date Calendar

10. Select the **month** the appointment is scheduled to begin.

    By default, the calendar automatically displays the current month. If the current month is correct, go to the next step. If the current month is *not* correct, click on the **Forward Arrow** button (shown in the following picture) to navigate to the next month. Repeat this action until the correct month displays.

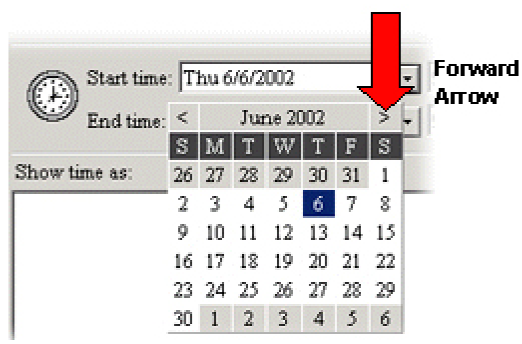


Exhibit 71 Forward Arrow Button

11. Click on the **day** the event will begin. The selected month and day appear in the 1st Start time: field.
12. If the appointment will last all day, click on the **All day event** checkbox and go to step 16. If this is *not* an all day event, go to the next step.
13. Click in the **2nd Start Time** field.
14. Highlight the time displayed and press the **Delete** key on your keyboard to remove the information.
15. Type the **time** your appointment begins. Be sure to type the hour, a colon, the minutes and then AM or PM (whichever is applicable). (Your entry should look like the following sample: **8:15 AM**.)
16. View the **date** in the 1st End Time field. If this is the day the appointment is scheduled to end, go to step 19. If this is *not* the day the appointment is scheduled to end go to the next step.
17. Click on the **down arrow** at the end of the 1st End time: field. A calendar displays.

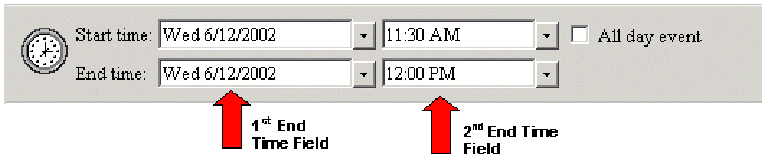


Exhibit 72 End Time Fields

18. Click on the **Forward Arrow** button to navigate to the next month. Repeat this action until the correct month displays.
19. Click on the **day** the event will end. The month and day you selected appear in the 1st End time: field. If you indicated that the meeting is an All day event, go to step 24. If the meeting is *not* an all day event, go to the next step.
20. Highlight the **time** displayed in the 2nd End time: field.
21. Press the **Delete** key on your keyboard to remove this information.
22. Type the **time** your appointment ends. Be sure to type the hour, a colon, the minutes and then AM or PM (whichever is applicable). (Your entry should look like the following sample: **5:25 PM**.)
23. Click anywhere on the **Appointment** window. This prompts OWA to accept your change.
24. View the information in the **Show time as:** field. By default, Busy is selected. If this selection if correct, proceed to the next step. Or, to change the information in the Show time as: field, click on the **down arrow** at the end of the field. A list of options displays. Click on the desired option.

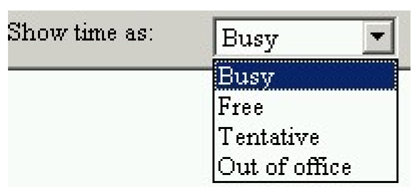


Exhibit 73 Show Time As Drop-Down List

25. Click on the **Availability** tab. The Availability window displays.

Error! Not a valid link.

Exhibit 74 Availability Tab

The Availability window lists the invited participates beneath the All Attendees heading. The Time frame you selected for the meeting appears as a vertical bar. To determine if a participant is available for the meeting, look at the boxes that correspond with the applicable participant's name. If a box falls within the time frame you selected for the meeting, the participant has a scheduled appointment. You can then match the color of the box against the Availability key. This enables you to determine if the participant will be out of the office, has scheduled a tentative meeting, etc. If key participants are busy, you may need to select a new day and/or time by following steps 8 through 22.

26. Click on the **Appointment** tab. The Appointment window displays.
27. Click in the **Message** window and type any additional note you would like the participants to receive along with the invitation.

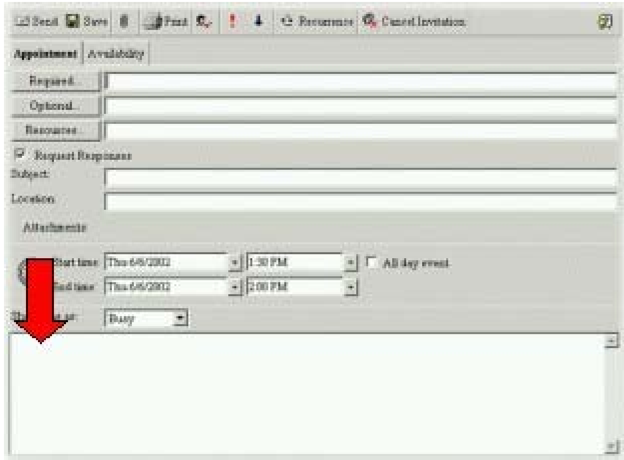


Exhibit 75 Message Window Area

28. Click on the Send button. The invitation is sent to everyone you listed and the appointment is added to your calendar.

Note: The appointment is added to everyone's calendar that accepts the invitation.

9.3 SCHEDULING AN APPOINTMENT/MEETING TO RECUR

If you are responsible for managing a team or group meeting that occurs at regular intervals (i.e., a staff meeting held the third Tuesday of every month, etc.), you can use OWA's recurrence feature. This feature enables you to automatically schedule the meetings, send out the invitations and place the meetings on the calendar of every participant.

You can also use this feature if you have a series of appointments/meetings that you want to place on your calendar.

Follow the steps below to schedule a recurring meeting.

STEP 1: CREATE AN APPOINTMENT

Create an appointment. (See the section titled, "Scheduling/Inviting Individuals to a Meeting".)

STEP 2: CLICK ON THE RECURRENCE BUTTON

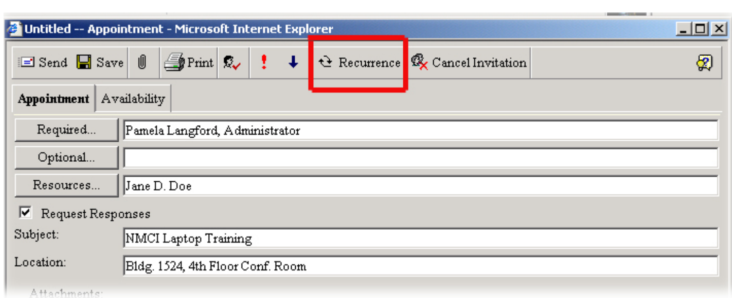


Exhibit 76 Recurrence Button

Click on the Recurrence button. After you click on the **Recurrence** button, the Recurrence Pattern – Web Page dialog displays.

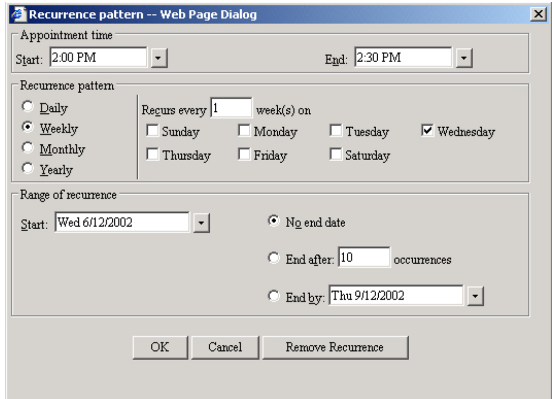


Exhibit 77 Recurrence Pattern -- Web Page Dialog

Beneath the Appointment time heading, the Start and End times automatically appear in the applicable fields.

STEP 3: SELECT A RECURRENCE PATTERN.

1. Locate the **Recurrence pattern** section of the dialog. As shown in the following picture, the Recurrence pattern section is divided into two frames.

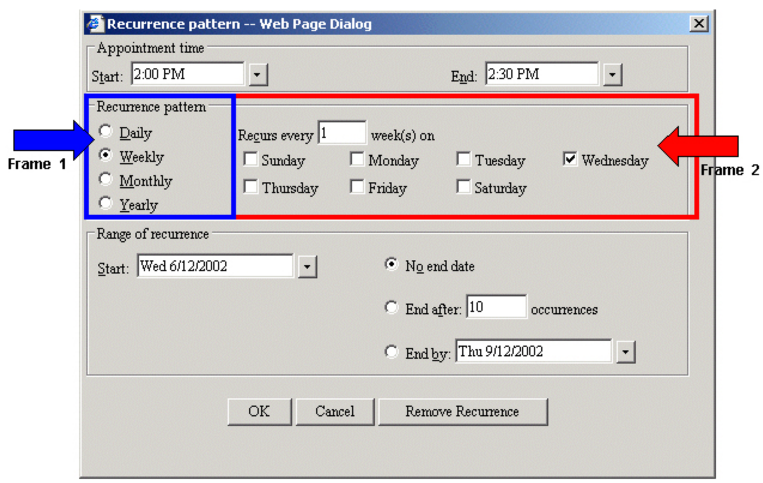


Exhibit 78 Recurrence Pattern -- Web Page Dialog Has 2 Frames

Frame 1 lists 4 option buttons as follows: Daily, Weekly, Monthly, and Yearly. The option selected in Frame 1 determines what appears in Frame 2. For example, in the above picture, Weekly is selected in Frame 1. Therefore, weekly options appear in Frame 2. If Daily had been selected in Frame 1, daily options would appear in Frame 2.

2. Review the information in the following table to determine the Recurrence pattern you want to use. Then, follow the corresponding instructions (located in the table beneath the Read This Section heading).

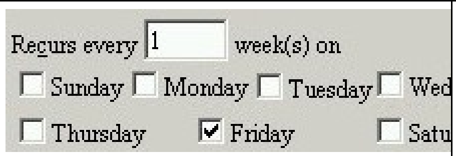
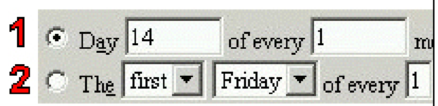
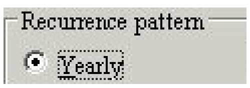
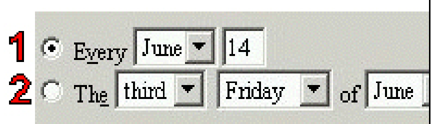
If this option is selected in Frame 1…	These options appear in Frame 2	Read This Section
		Section 8.3.1 Using the Daily Option Button.
		Section 8.3.2 Using the Weekly Option Button.
		Section 8.3.3 Using the Monthly Option Button.
		Section 8.3.4 Using the Yearly Option Button.

Exhibit 79 Recurrence Pattern Options

9.3.1 USING THE DAILY OPTION BUTTON

The Daily option includes two selections, as shown in the following picture.

Exhibit 80 Daily Options

Using Option 1

1. To begin, click on the first option button. (This option has the number 1 beside it in Exhibit 81 above.)
2. Click in the field and type the number of days between each meeting. For example, if every meeting is to occur every fourth day, type 4 in the field (as shown in Exhibit 81 above).

Using Option 2

Click on the **Every Weekday** option button, if the meeting will occur every weekday. This means no meetings will occur on the weekend.

9.3.2 USING THE WEEKLY OPTION BUTTON

The Weekly option includes one selection that has two parts.

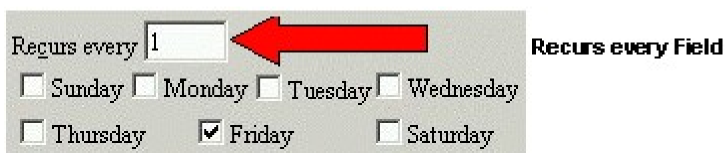


Exhibit 81 Weekly Options

1. To begin, click in the **Recurs every** field. Type the number of weeks that will pass before each meeting occurs. For example, if the meeting will occur every week, type 1 in the field. Or, if the meeting will occur every other week, type 2 in the field.
2. Next, click on a **checkbox** to indicate the day the meeting will occur. For example, if the meeting will be held on Friday, click on the Friday checkbox.

Exhibit 82 includes the details for a meeting that occurs every week on Friday.

9.3.3 USING THE MONTHLY OPTION BUTTON

The Monthly option includes two selections, which are discussed in this section.

Exhibit 82 Monthly Options

Selection 1 Instructions

1. Click on the **first** option button (shown below).

Exhibit 83 Monthly Options

2. Click in the **Day** field.

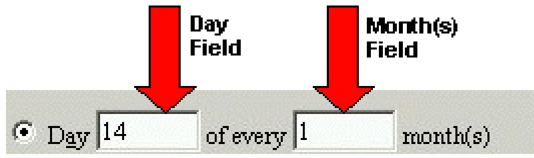


Exhibit 84 Day Field & Month(s) Field

3. Type the day the meeting will occur.
4. Click in the **Month(s)** field.
5. Type the number of months between each meeting. For example, if the meeting will occur every month, type 1 in the Month(s) field. Or, if the meeting will occur every other month, type 2 in the Month(s) field.

Exhibit 85 shows the entries for a meeting that will occur on the 14th day of every month.

Selection 2 Instructions

1. Click on the **second** option button, shown below.

Exhibit 85 Second Option Button Selected

2. Click on the **down arrow** at the end of the Week field.

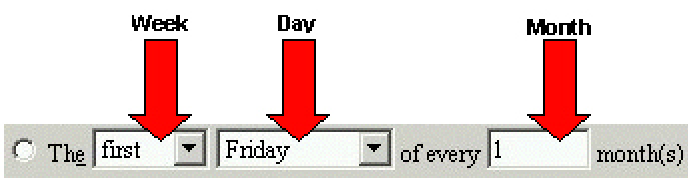


Exhibit 86 Week/Day/Month Fields

A list of options appears.

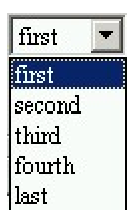


Exhibit 87 Week Options

3. Select the option that indicates the week the meeting will occur. For example, if the meeting will occur the first week in every month, select **first**. If the meeting will occur the last week in every month, select **last**.
4. Click on the **down arrow** at the end of the Day field. A list of options appears.

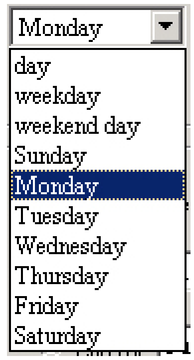


Exhibit 88 List of Days

5. Select the **day** the meeting will occur.
6. Click in the **Month** field and type a number to indicate how often the meeting will occur. For example, type 1 if the meeting will occur every month. Or, type 2 if the meeting will occur every two months.

The following picture shows the information for a meeting scheduled for the first Friday of every month.

Exhibit 89 Meeting Schedule

9.3.4 USING THE YEARLY OPTION BUTTON

Yearly includes two option buttons, as shown in the following picture. The following paragraphs tell you how to use these two options.

Exhibit 90 Yearly Option Buttons

Using Option Button 1

The first option button, shown below, enables you to select the month and day you want the meeting to occur every year.

Note: If you do *not* want any of the meetings to occur on the weekend, you may want to use the instructions in the next section titled, "Using Option Button 2".

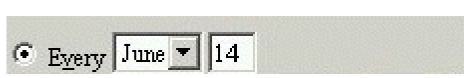


Exhibit 91 First Option Button

1. To begin, click on the **first** option. The option becomes selected (as shown in Exhibit 92 above).
2. Click on the **down arrow** at the end of the Month field.

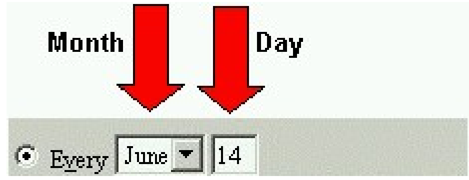


Exhibit 92 Month & Day Fields

A list of months display.

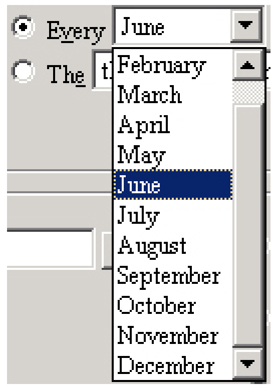


Exhibit 93 List of Months

3. Click on a month. (The month you select indicates the month the meeting will be held on every year.)
4. Click in the **Day** field and type a number to indicate the day the will be held.

Using Option Button 2

Note: Before you begin performing the steps in this section, you may find it helpful to read all of the steps first to understand the approach being used to schedule the meetings. Then perform the steps while reading the instructions the second time.

1. To begin, click on the **second** option button, shown below.

Exhibit 94 Second Option Button

This option includes 3 fields as shown in the following picture.

Exhibit 95 Three Fields

2. Click on the **down arrow** at the end of the 1st field. A drop-down list displays

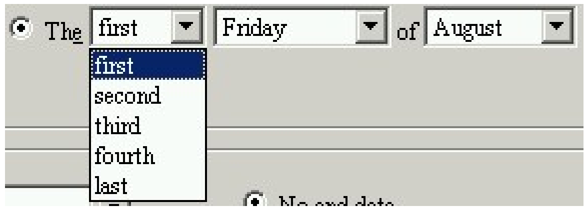


Exhibit 96 1st Field Drop-Down List

3. Select one of the options from the list.
4. Click on the **down arrow** at the end of the 2nd Field. A drop-down list displays.

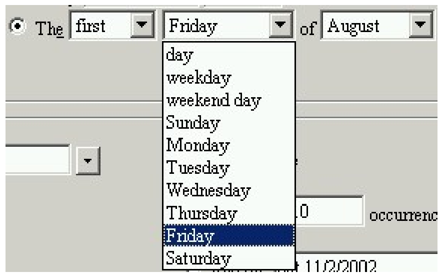


Exhibit 97 2nd Field Drop-Down List

5. Select the applicable day of the week.
6. Click on the **down arrow** at the end of the 3rd field. A list of months display.

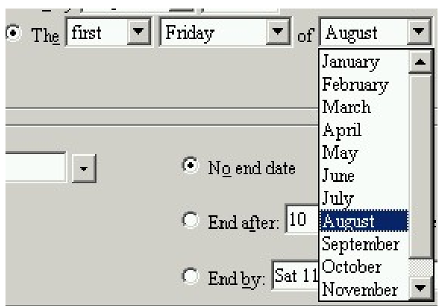


Exhibit 98 3rd Field Drop-Down List

7. Select a month. The month displays in the field.

Note: In Exhibit 99, the fields display information for a meeting that occurs the first Friday of every August.

STEP 4: SET THE RANGE OF RECURRENCE.

Lastly, you will indicate the Range of recurrence. This option enables you to indicate a stopping point for the recurrence of meetings.

1. To begin, locate the **Range of recurrence** heading.

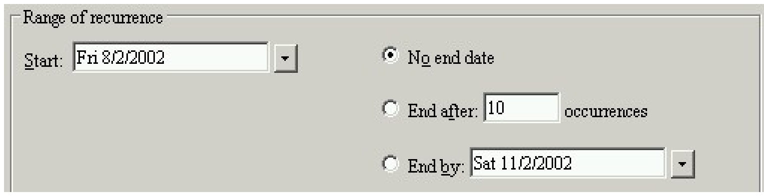


Exhibit 99 Range of recurrence

2. Select a stopping point to indicate the last meeting that should be placed on your calendar/the recipients' calendar (whichever applies). Three option buttons are available as follows:

   – **No end date**: Click on this **option** button if an ending date for the appointment/meeting has not been indicated. The appointment/meeting will automatically be placed on the calendar indefinitely. (For example, if you schedule a series of meetings to occur the first Monday of every August, the meeting will be placed on the calendar every year until you add an end date.)

   – **End after ___ occurrence** – Click on this **option** button if you want to indicate how many appointments/meetings should be scheduled. (For example, use this option if only 10 appointments/meetings should be placed on the calendar.) To use this option, click on the End after _____ occurrences option button. Then, click in the End after field (shown in the following picture) and type the number of meetings that should be scheduled.

Exhibit 100 End after field

   – **End by: ______** - Click on this **option** button if you want to indicate an ending date. To use this option do the following:

      a. Click on the **End by _____** option button.

Exhibit 101 End by Option Button

      b. Click on the **down arrow** at the end of the field. A calendar displays.

      c. If the current month is correct, go to the next step. If the current month is *not* correct, click on the **Forward Arrow** button (shown in the following picture) to navigate to the next month. Repeat this action until the correct month displays.

Exhibit 102 Forward Arrow Button

d. Click on the **day** the recurrence should end. The selected month and day appear in the field. No meetings are placed on the calendar after the date you specify.

STEP 5: CLICK ON THE OK BUTTON.

Click on the **OK** button to accept your changes.

9.4 MODIFYING A MEETING INVITATION/APPOINTMENT

1. Click on the **Calendar** icon (shown in the following picture).

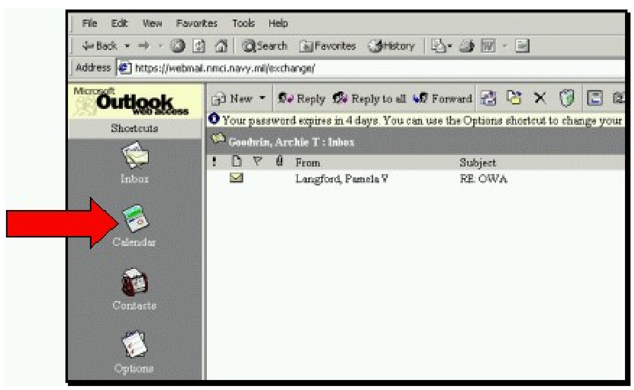


Exhibit 103 Calendar Button

(For additional information on viewing your appointments/meetings, see the section in this guide titled, "Viewing Your Calendar/Appointments".)

2. Locate the meeting/appointment you want to modify.
3. Double-click on the meeting/appointment.

   If you *did not* set a Recurrence Pattern for the appointment/meeting go to step 4. Or, if you *did* set a Recurrence Pattern for the appointment/meeting a dialog appears asking if you want to open this occurrence of the meeting or the entire series. Proceed to step a below.

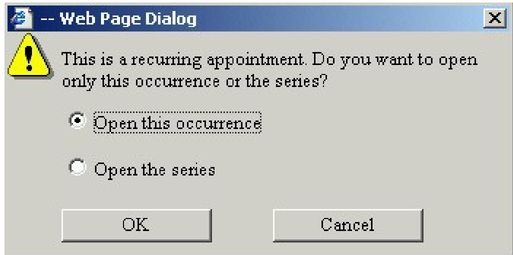


Exhibit 104 Recurring Appointment Dialog

a. Click on the **Open this occurrence** option button if you only want to change the meeting you selected. Or, click on **Open the series** option button if you want to change all of recurring meetings associated with the meeting you selected.

b. Click on the **OK** button and go to step 4.

The meeting/appointment opens in a new window.

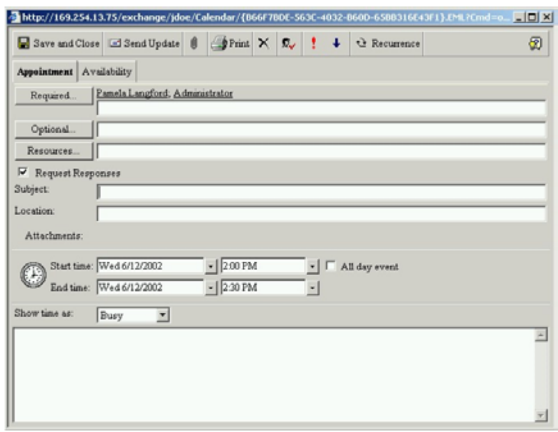


Exhibit 105 Meeting/Appointment Window

4. Make the desired changes.
5. Click on the **Recurrence** button to change the recurrence options.
6. Once you have finished making the necessary changes, click on the **Send Update** button to send an updated message to all recipients.

Note: If you do not want to send an update, click on the **Save and Close** button. This action saves the updates and closes the window.

9.5 ACCEPTING/DECLINING A MEETING INVITATION

When you receive a meeting invitation, the invitation arrives in your Inbox. To differentiate between regular e-mail and a meeting invitation, look at the icons shown in the following picture.

Exhibit 106 Meeting Invite vs. Regular E-Mail Icon

The following steps tell you how to reply to a meeting invitation.

1. To begin, double-click on the meeting invitation to open it. The meeting invitation appears in a new window.

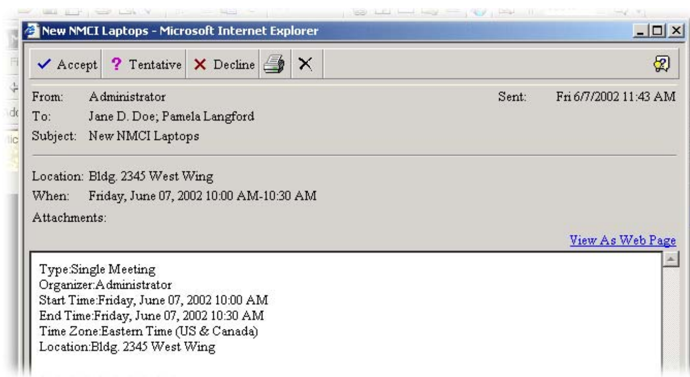


Exhibit 107 Meeting Invitation

2. Read the invitation.
3. Click on the applicable button as follows:

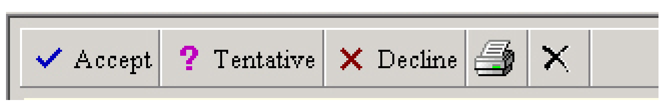


Exhibit 108 Buttons On Top of Window

- **Accept** – If you will attend the meeting.
- **Tentative** – If you plan to attend, but cannot make a definite commitment.
- **Decline** – If you do not plan to attend.

A new message window automatically opens after you click on the Accept, Tentative or Decline button. The To… and Subject: fields are automatically completed.

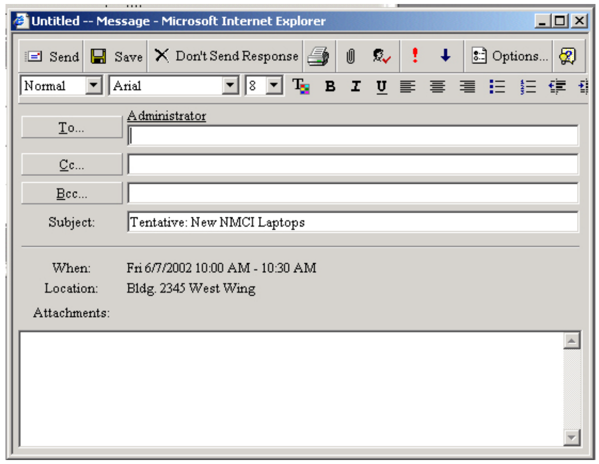


Exhibit 109 Meeting Invitation Response

4. Add additional information to the message window.
5. Click on the **Send** button.

Note: If you clicked on the Accept or Tentative button in step 3, the meeting is automatically added to your calendar and the invitation is removed from your Inbox. Once this occurs, you can view the message (and related attachments) by locating the meeting/appointment on your calendar and double-clicking on it. The invitation opens.

9.6 VIEWING YOUR CALENDAR/APPOINTMENTS

This section tells you how to view the appointments/meetings on your calendar. OWA provides a daily, weekly and monthly view of your calendar. This section also includes instructions on how to switch between these views.

1. Click on the **Calendar** shortcut. The Calendar window appears, as shown below.

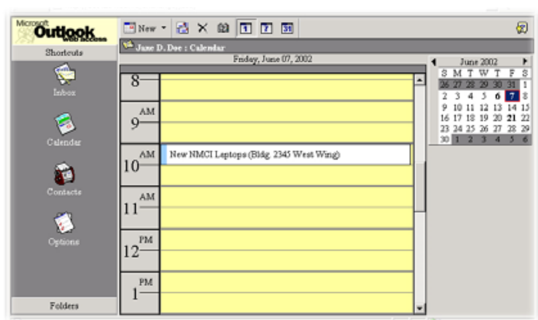


Exhibit 110 The Calendar Window

By default, the Calendar window automatically displays a journal for the current day. The following paragraphs provide additional information about the calendar feature.

The Calendar toolbar includes three buttons that enable you to change the way you view your calendar.

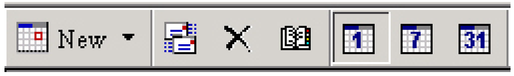
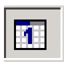
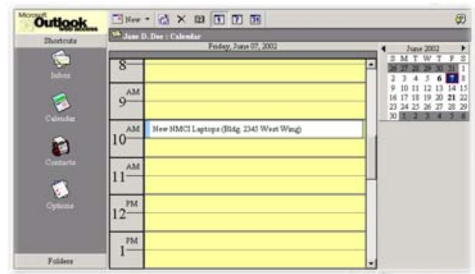
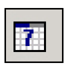
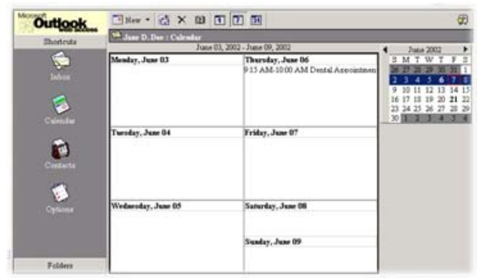
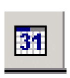
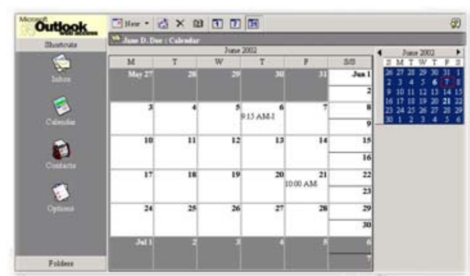


Exhibit 111 Calendar Toolbar

The following table includes details about each of the buttons on the Calendar toolbar.

Button to Click	Result	Picture of Result
Click on the **1 button** on the Calendar toolbar. 	Appointments for a single day display.	
Click on the **7 button** on the Calendar toolbar. 	Appointments for the entire week display.	
Click on the **31 button** on the Calendar toolbar. 	Appointments for the month display.	

2. To view the details of a specific meeting/appointment, double-click on the meeting/appointment. The meeting/appointment opens in a new window, as shown below.

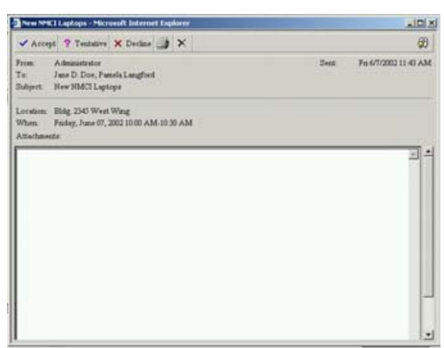


Exhibit 112 Meeting/Appointment Window

Index